

Utah Medicaid Provider Manual	Targeted Case Management for the Homeless
Division of Health Care Financing	Updated October 2003

SECTION 2

TARGETED CASE MANAGEMENT FOR THE HOMELESS

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1 SERVICES

Targeted case management is a service that assists Medicaid clients in the target group to gain access to needed medical, social, educational, and other services. The overall goal of the service is not only to help Medicaid clients to access needed services, but to ensure that services are coordinated among all agencies and providers involved.

1 - 1 Authority

The Consolidated Omnibus Budget Reconciliation Act (P.L. 99-272, COBRA) added targeted case management to the list of optional services which can be provided under the State Medicaid Plan.

1 - 2 Definitions

CHEC: Child Health Evaluation and Care is Utah's version of the federally mandated Early Periodic screening Diagnosis and Treatment (EPSDT) program. All Medicaid eligible clients from *birth through age twenty* are enrolled in the CHEC program. The only exception to this policy is that Medicaid clients age 19 and older enrolled in the Non-Traditional Medicaid Plan are **not** eligible for the CHEC program. The Medicaid Identification Cards for individuals enrolled in the Non-Traditional Medicaid Plan are blue in color and specify that the individual is enrolled in this plan.

DHCF: Division of Health Care Financing, Utah State Department of Health.

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1 - 3 Target Group

A. Targeted case management services may be provided to homeless Medicaid clients for whom the service is determined to be medically necessary. Targeted case management services are medically necessary when a comprehensive needs assessment shows:

1. The individual requires treatment and/or services from a variety of agencies and providers to meet his or her documented medical, social, educational and other needs; and
2. There is a reasonable indication that the individual will access needed treatment or services only if assisted by a qualified targeted case manager who locates, coordinates and regularly monitors the services in accordance with an individualized case management service plan.

B. Limitations:

Targeted case management services are limited to:

1. Non-Traditional Medicaid Plan clients– Medicaid clients in the Non-Traditional Medicaid Plan (TANF and medically needy adults age 19 and over). These clients' Medicaid cards are blue and have 'Non-Traditional Medicaid Plan' listed on them.
2. Traditional Medicaid Plan clients– Prior to January 15, 2003, all Traditional Medicaid Plan clients were eligible for this service.

Effective January 15, 2003, only Medicaid clients who are pregnant or under age 21 are eligible for this service. Targeted case management services may be provided to Medicaid-eligible children when the case management activity is specific to helping the child access needed services.

Traditional Medicaid Plan clients have lavender Medicaid cards and there is a "(F)" after their Medicaid ID Number.

C. Homeless individuals are those who:

1. Reside in a Salt Lake, Summit, Wasatch, Weber, or Utah County emergency homeless shelter capable of providing temporary shelter for at least 30 days in order to assure that sufficient case management services are provided to successfully reintegrate the homeless into the community;
2. Do not otherwise have a permanent address or residence in which they could reside; and
3. Do not live in a boarding home, residential treatment facility or facility which houses only victims of domestic abuse; or
4. Have left the homeless shelter and require continued targeted case management services to prevent a recurrence of homelessness.

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D. Currently, the Utah Medicaid program provides coverage of targeted and home and community based waiver services (HCBWS) case management for a variety of other target groups:

1. CHEC (EPSDT) eligible children
2. Substance abuse;
3. Early Childhood Development
4. Homeless individuals;
5. Pregnant women;
6. Individuals with a diagnosis of HIV/AIDS;
7. Individuals with a diagnosis of tuberculosis;
8. Individuals with Physical Disabilities (HCBWS waiver);
9. Developmentally Disabled / Mentally Retarded (HCBWS waiver);
10. Individuals Aged 65 and over (HCBWS Waiver)
11. Technology-Dependent Children (HCBWS Waiver)
12. Individuals with Traumatic Brain Injury (HCBWS Waiver)

There are separate rules and provider manuals which address the scope of services and reimbursement methods for these other target groups. Please note that since a Medicaid client may qualify for targeted or waiver case management services under other target groups, it is imperative that before providing services, the case manager determines if other agencies are already providing targeted or waiver case management for the client, as only one targeted case management provider will be reimbursed for the same or overlapping dates of service.. Coordination of all services is an essential component of targeted case management.

1 - 4 Qualified Providers

Qualified providers of targeted case management for the homeless include:

- A. Licensed physician, licensed psychologist, licensed clinical social worker, licensed certified social worker, licensed advanced practice registered nurse, licensed registered nurse, licensed marriage and family therapist, licensed professional counselor, or licensed social service worker who is available to provide comprehensive case management services on a 24-hour a day basis to ensure the individual's successful reintegration into the community; or
- B. Non-licensed individual, but not clerical staff, who is supervised by one of the licensed qualified providers listed above.

1 - 5 Client Rights

- A. Targeted case management services may not be used to restrict the client's access to other services available under the Medicaid State Plan.
- B. The provider agency must have a process to ensure that the client, or the client's guardian if applicable, voluntarily chooses targeted case management services and is given a choice in the selection of the targeted case manager.

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2 SCOPE OF SERVICE

2 - 1 Covered Services/Activities

- A. Targeted case management is a service to assist Medicaid clients in the target group to gain access to needed medical, social, educational, and other services. The goal of the service is not only to help Medicaid clients to access needed services, but also to ensure that services are coordinated among all agencies and providers involved.
- B. Medicaid reimbursement for targeted case management is dictated by the nature of the activity and the purpose for which the activity was performed. When billed in amounts that are reasonable (given the needs and condition of the particular client), the following activities/services are covered by Medicaid under targeted case management:
 1. Assessing and documenting the client's need for community resources and services;
 2. Developing a written individualized, coordinated case management service plan to assure the client's adequate access to needed medical, social, educational and other related services with input, as appropriate, from the client, family and other agencies knowledgeable about the client's needs;
 3. Linking the client with community resources and needed services, including assisting the client to establish and maintain eligibility for entitlements **other than Medicaid** (see Chapter 2 - 2, item H);
 4. Coordinating the delivery of services to the client including CHEC screenings and follow-up;
 5. Instructing the client or caretaker as appropriate in independently obtaining access to needed services for the client;
 6. Assessing, periodically, the client's status and modifying the targeted case management service plan as needed;
 7. Periodic monitoring of the client to ensure needed services have been identified and that they are being obtained in a timely manner;
 8. Monitoring the quality and appropriateness of the client's services; and
 9. Monitoring the client's progress and continued need for targeted case management and other services.
- C. The agency may bill Medicaid for the above activities **only if**:
 1. The activities are identified in the case management service plan; and
 2. The time spent in the activity involves a face-to-face encounter, telephone or written communication with the client, family, caretaker, service provider, or other individual with a direct involvement in providing or assuring the client obtains the necessary services documented in the targeted case management service plan.
- D. Covered services provided to patients in a hospital, nursing facility or other institution may be covered only during the 30-day period prior to the patient's discharge into the community. This service is limited to five hours of reimbursement per inpatient stay. Only case managers who request and receive authorization from the Division of Health Care Financing (DHCF) to bill for this specific service under a unique billing code may request reimbursement for targeted case management services provided to an institutionalized client.

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2 - 2 Non-Covered Services and Activities

In accordance with federal Medicaid guidelines, *the following activities are not considered targeted case management and should not be billed to Medicaid:*

- A. Documenting targeted case management services - with the exception of time spent developing the written needs assessment, service plan, and 180-day service plan review - is not reimbursable as targeted case management.
- B. Teaching, tutoring, training, instructing, or educating the client or others, except in so far as the activity is specifically designed to assist the client, parent or caretaker to independently obtain needed services for the client.

For example, assisting the client to complete a homework assignment or instructing a client or family member on nutrition, budgeting, cooking, parenting skills or other skills development is not reimbursable as targeted case management;
- C. Directly assisting with personal care or activities of daily living (bathing, hair or skin care, eating, etc.) or instrumental activities of daily living (assisting with budgeting, cooking, shopping, laundry, home repairs, apartment hunting, moving residences or acting as a protective payee) are not reimbursable activities under targeted case management;
- D. Performing routine services including courier services. For example, running errands or picking up and delivering food stamps or entitlement checks are not reimbursable as targeted case management;
- E. Providing other Medicaid services. For example, medical and psycho social evaluations, examinations, treatment, therapy and counseling that are otherwise billable to Medicaid under other categories of service, are not reimbursable as targeted case management;
- F. Traveling to the client's home or other location where a covered case management activity will occur is not reimbursable, nor is time spent transporting a client or a client's family members;
- G. Providing services for or on behalf of other family members who do not directly assist the client to access needed services. For example, counseling the client's sibling or helping the client's parent or child obtain a mental health service are not reimbursable as targeted case management;
- H. Performing activities necessary for the proper and efficient administration of the Medicaid State Plan, including assisting the client to establish and maintain Medicaid eligibility. For example, locating, completing and delivering documents to the Medicaid eligibility worker is not reimbursable as targeted case management; and
- I. Recruitment activities in which the agency or case manager attempts to contact potential clients of service are not reimbursable as targeted case management.
- J. Time spent assisting client to gather evidence for a Medicaid hearing or participating in a hearing as a witness is not reimbursable as targeted case management; and
- K. Time spent coordinating between team members for a client is a non-billable activity.

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2 - 3 Limitations on Reimbursable Services

Team Case Management

Targeted case management services provided to a client by more than one case manager employed by or under contract with the same agency/program is reimbursable only under the following conditions:

1. All members of the team meet the qualifications described in Chapter 1 - 4;
2. Documentation of billed services is maintained in a single case file;
3. All services are delivered under a single case management service plan;
4. All team members coordinate with one another as necessary to ensure that only appropriate and unduplicated services are being delivered by all team members;
5. Time spent by two or more members of the team in the same targeted case management activity may be billed only by one team case manager; and
6. The client is informed of and understands the roles of the team members.

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3 RECORD KEEPING

- A. The case manager must develop and maintain sufficient written documentation for each unit of targeted case management services billed indicating at least the following:
 1. date of service;
 2. name of client;
 3. signature of the individual providing the service;
 4. units of service;
 5. description of the case management activity as it relates to the service plan; and
 6. place of service.
- B. Targeted case management services must be documented in 15 minute intervals.
- C. The following documents must be contained in each client's case file:
 1. a written, individualized needs assessment that documents the client's need for targeted case management services;
 2. a written, individualized targeted case management service plan that identifies the services (i.e., medical, social education, and other services) the client is to receive, who will provide them, and a general description of the targeted case management activities needed to help the client obtain or maintain these services; and
 3. a written review of the service plan, every 180-days, summarizing the client's progress toward targeted case management service plan objectives. The service plan review must be completed within the month due, or more frequently as required by the client's condition.

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4 SERVICE PAYMENT

4 - 1 Payment Methodology

- A. Payment for targeted case management services is made on a fee-for-service basis.
- B. Rates are based on a 15-minute unit of service.
- C. Payment cannot be made for targeted case management services for which another payer is liable, nor for services for which no payment liability is incurred. Medicaid reimbursement is not available for services provided free of charge to non-Medicaid clients.

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5 REVISED PROCEDURE CODES FOR TARGETED CASE MANAGEMENT FOR THE HOMELESS for services rendered on or after October 1, 2003

For each date of service, enter the appropriate five digit procedure code as indicated below:

CODE	SERVICE AND UNITS	LIMITS PER PATIENT
T1017	Targeted Case Management, per 15 minutes	5 hrs. per patient, per inpatient admission

6 OLD PROCEDURE CODES FOR TARGETED CASE MANAGEMENT FOR THE HOMELESS for services rendered before October 1, 2003

For each date of service, enter the appropriate five digit procedure code as indicated below:

CODE	SERVICE AND UNITS	LIMITS PER PATIENT	PRIOR AUTHORIZATION
Y3110	Targeted Case Management, per 15 minutes	None	Not required
Y3115	Targeted Case Management, per 15 minutes, 30-days prior to discharge from a nursing facility or hospital	5 hrs. per patient, per inpatient admission	Required

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